

ORIGINAL

For Commission Use Only:
COMMERCE COMMISSION

Case:

JUL 15 11 15 AM '02

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

02-0469

Regarding a complaint by (Person making the complaint): Northbrook Bank and Trust Co.

Against (Utility name): Ameritech

As to (Reason for complaint) Non-compliance with request for service in a timely manner

in Northbrook Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 2549 Northbrook, IL 60065-2549

The service address that I am complaining about is 1100 Waukegan Road Northbrook, IL 60062

My home telephone is [847] 418-2800

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 418-2888

(Full name of utility company) Ameritech (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

200.90

200.160

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

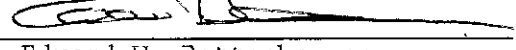
☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attachments

Please clearly state what you want the Commission to do in this case: We want the Commission to direct Ameritech to reimburse our out of pocket expenditures and to compensate us for irreparable bad will generated within the community as well as lost business opportunities because of the lack of service provided.

Date: June 7, 2002
(Month, day, year)

Complainant's Signature 
Edward W. Bettenhausen

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, EDWARD W. BETTENHAUSEN, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) 

Subscribed and sworn/affirmed to before me on (month, day, year) July 2, 2002.

Rosemarie D. Mann
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.